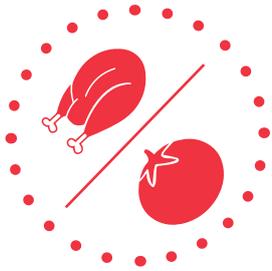


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# SAFER FOOD BETTER BUSINESS FOR RESIDENTIAL CARE HOMES SUPPLEMENT

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# HOW TO USE THIS SUPPLEMENT

## Welcome to Safer food, better business for residential care homes supplement

### IS THIS SUPPLEMENT FOR ME?



Older people may be more likely to suffer from food poisoning and become ill because aging weakens the immune system's ability to fight infection. So it is important to take extra care when dealing with food intended for people in residential care.

This supplement is for small residential care homes that prepare and cook food for people in either long-term or short-term residential care. It is not intended for use in nursing homes.

### HOW DOES THE SUPPLEMENT DIFFER FROM THE CATERERS PACK?

The safe methods in this supplement cover the following specific food safety issues found in care homes:

- Extra care: protecting food
- Mini-kitchens
- Gift food

These will help you to reduce the spread of harmful bacteria between the rest of the care home and the kitchen.

You will need to use this supplement together with the Safer food, better business for caterers pack and not on its own.

### HOW DOES THIS SUPPLEMENT WORK?

If you have completed the SFBB caterers pack you will already be familiar with the safe methods and how to complete them.

Work through the supplement and complete the relevant safe methods and the new safe method completion record. Then insert the safe methods into the appropriate colour-coded section of the pack.

When you have completed all the sections, make sure you and your staff (this means anyone working with food in a care home setting):

- follow the safe methods all the time
- fill in the diary every day

Remember, the safe methods in the supplement will not provide a food safety management system by themselves. The supplement should be used alongside your caterers pack.

### WHO SHOULD TAKE CHARGE OF THIS SUPPLEMENT?

The person responsible for the main pack should also work through the supplement. It is a good idea to involve other staff to help the pack work in your care home.

## IF I AM USING SAFER FOOD, BETTER BUSINESS ARE THERE ANY OTHER REQUIREMENTS THAT I NEED TO FOLLOW?

As part of your registration as a care home provider, you will need to comply with the national minimum standards (NMS). You can get further information on the NMS from the Care Quality Commission (CQC) or the social services at your local authority.

All care homes are also required to have an infection control policy. For further advice you can refer to the Department of Health's 'Infection control guidance for care homes'.

## HOW CAN I ORDER A COPY OF SAFER FOOD, BETTER BUSINESS?

The pack is available to download from the Food Standards Agency website at: [www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers/](http://www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers/)

## WHERE CAN I GET MORE INFORMATION?

For information about Listeria, which is a type of bacteria that can cause serious problems for the elderly, see: [www.food.gov.uk/science/microbiology/listeria](http://www.food.gov.uk/science/microbiology/listeria)

More information on registering as a care home provider can be found at: [www.cqc.org.uk/](http://www.cqc.org.uk/)

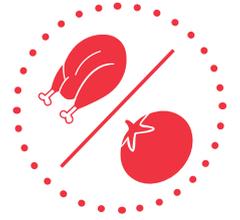
Information on infection control within care homes is available at: [www.dh.gov.uk/publications](http://www.dh.gov.uk/publications)

In Northern Ireland: The Regulation and Quality Improvement Authority [www.rqia.org.uk](http://www.rqia.org.uk)  
tel: 028 9051 7500

In Scotland: The Care Inspectorate  
[www.careinspectorate.com](http://www.careinspectorate.com)  
tel: 0345 600 9527

In Wales: Care and Social Services Inspectorate Wales [www.cssiw.org.uk](http://www.cssiw.org.uk)  
tel: 0300 7900 126

SAFE METHOD:



# EXTRA CARE: PROTECTING FOOD

It is very important to protect food from harmful bacteria that could be spread by other activities in the care home.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p><b>Handwashing</b></p> <p>Anyone who works with food should wash their hands before handling it.</p> <p>In particular, people with care duties should also wash their hands after:</p> <ul style="list-style-type: none"> <li>• helping residents e.g. use the toilet</li> <li>• emptying bed pans or using medical equipment</li> <li>• touching dirty linen and clothing</li> <li>• handling pets or their feeding bowls</li> </ul> <p>For more advice see the 'Handwashing' Safe method in the Cleaning section.</p>	<p>Harmful bacteria can spread very easily from people's hands to food, work surfaces and equipment. Handwashing is one of the best ways to prevent these bacteria spreading.</p> 	<p>How do you make sure staff wash their hands at these times?</p> <div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div>
<p><b>Food storage and preparation</b></p> <ul style="list-style-type: none"> <li>• Do not use food past its 'use by' date</li> <li>• Make sure fridges are operating below 5°C</li> <li>• Follow the storage instructions on food labels. Use open food within two days unless label instructs otherwise.</li> <li>• Keep ready-to-eat food chilled.</li> </ul>	<p>Older people may be more likely to suffer from food poisoning. These checks will help protect residents from bacteria that could cause illness. For further information go to <a href="http://www.food.gov.uk/science/microbiology/listeria">www.food.gov.uk/science/microbiology/listeria</a></p>	<p>Are staff trained to make these checks?</p> <p>Yes      No</p>
<p><b>Accidents</b></p> <p>When cleaning up after accidents (e.g. vomiting or diarrhoea) make sure you wash and disinfect the area thoroughly.</p> <p>Make sure suitable clothing is worn, ideally a disposable apron, and hands are washed thoroughly afterwards.</p>	<p>This prevents harmful bacteria from spreading to food preparation areas.</p>	<p>How do you do this?</p> <div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
<p><b>Meals</b></p> <p>If care staff help during meals, they should wash their hands thoroughly and put on a clean or disposable apron before serving food or feeding residents.</p> <p>Staff should make sure visitors wash their hands thoroughly before helping to feed residents.</p> <p>Visitors should not be allowed in the kitchen.</p>	<p>This helps to prevent harmful bacteria spreading to food from hands or uniforms.</p> 	<p>Are care staff trained to wash their hands and wear aprons before serving food?</p> <p>Yes      No</p> <p>What type of apron do care staff wear when helping with meals?</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p><b>Laundry</b></p> <p>Ideally, your laundry facilities should be separate from the kitchen.</p> <p>If you do not have separate facilities, do not allow dirty laundry to be brought into the kitchen while food is being prepared.</p> <p>Do not put dirty laundry or laundry baskets on work surfaces.</p>	<p>This helps to prevent harmful bacteria spreading from laundry to food.</p>	<p>Do you have separate laundry facilities?</p> <p>Yes      No</p> <p>If not, what do you do?</p> <div style="border: 1px solid red; height: 40px; width: 100%;"></div>
<p><b>Cloths and cleaning equipment</b></p> <p>Do not allow kitchen cloths and other kitchen cleaning equipment, such as mops to be used outside the kitchen.</p> <p>Ideally, use disposable cloths or paper towels wherever possible.</p>	<p>This is to prevent harmful bacteria spreading to the kitchen.</p> 	<p>How do you keep kitchen cloths and cleaning equipment separate from those used outside the kitchen?</p> <div style="border: 1px solid red; height: 80px; width: 100%;"></div>
<p><b>Medicines</b></p> <p>Ideally, medicines that need to be refrigerated should be stored separately from food.</p>	<p>This helps to avoid cross-contamination.</p>	<p>How do you keep medicines separated from food?</p> <div style="border: 1px solid red; height: 40px; width: 100%;"></div>
<p><b>Pets</b></p> <p>If you have any pets in the care home, do not allow them (or their feeding bowls or other equipment) into the kitchen or other food preparation / storage areas.</p>	<p>Pets and their bowls / equipment can spread harmful bacteria to food.</p> 	<p>Do you have any pets in the care home?</p> <p>Yes      No</p> <p>If yes, what do you do to make sure pets and their feeding bowls are kept out of the kitchen and storage areas?</p> <div style="border: 1px solid red; height: 80px; width: 100%;"></div>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> <li>• If you think that staff have not washed their hands before preparing food, ask them to wash their hands immediately and throw away any food they have touched.</li> <li>• If a member of staff is not wearing a clean or disposable apron when serving food, ask them to put one on immediately and replace any food they have served.</li> <li>• If you think that a kitchen cloth has been used in another area of the care home, throw away the cloth.</li> <li>• If dirty laundry or a laundry basket has been put onto a work surface, remove it and wash and disinfect the surface.</li> <li>• Wash and disinfect any equipment, surface or utensil touched by pets.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure staff are aware of the importance of washing hands properly.</li> <li>• Make sure enough disposable aprons and cloths are available.</li> <li>• Review care home procedures.</li> <li>• Make sure pets are kept out of the kitchen.</li> <li>• Train staff again on this safe method.</li> <li>• Increase staff supervision.</li> </ul>

**Write down what went wrong and what you did about it in your diary.**



SAFE METHOD:

# MINI-KITCHENS



It is important that food preparation and storage areas outside the main kitchen are kept clean.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Some care homes have additional kitchens and food preparation areas that can be used by residents and staff, these are sometimes referred to as mini, satellite or service kitchens.</p> <p>Include these mini-kitchens and food storage areas on your cleaning schedule, or have a separate cleaning schedule for them.</p> <p>You may also want to include who is responsible for the cleaning.</p> <p>The items you include will depend on the equipment that is in the mini-kitchen. You might want to include service trolleys, trays and other equipment used for food service.</p>	<p>Any area where food is prepared or stored needs to be kept clean. Having mini-kitchens on your cleaning schedule will help staff to remember them.</p> 	<p>Have you:</p> <ul style="list-style-type: none"> <li>added your mini-kitchen(s) to your cleaning schedule?</li> </ul> <p>Yes      No</p> <ul style="list-style-type: none"> <li>written a separate cleaning schedule?</li> </ul> <p>Yes      No</p>
<p>Add checks for any mini-kitchens to your opening and closing checks, or have a separate list of opening and closing checks.</p> <p>If you write a separate list, the checks will depend on how the kitchen is used, but they are likely to be similar to the opening and closing checks for the main kitchen.</p>	<p>This helps to maintain standards of food hygiene in these areas.</p> 	<p>Have you:</p> <ul style="list-style-type: none"> <li>added your mini-kitchen(s) to your opening and closing checks and extra checks?</li> </ul> <p>Yes      No</p> <ul style="list-style-type: none"> <li>written separate opening and closing checks?</li> </ul> <p>Yes      No</p>
<p>Always make sure the mini-kitchen is clean before preparing or serving meals, especially if it is also used by residents without supervision.</p> <p>Ideally use disposable cloths and paper towels in the mini-kitchen. If reusable cloths are used, make sure that they are washed and disinfected thoroughly (see Cloths Safe Method and Cleaning effectively Safe method for advice on cleaning).</p>	<p>It is very important to clean and then disinfect work surfaces and other areas or equipment that come into contact with food, even if they do not look dirty. This is because you cannot be sure how they have been used beforehand and they may have harmful bacteria on them.</p>	<p>How do you make sure the mini-kitchen is clean before food is prepared?</p> <div data-bbox="1034 1704 1469 1839" style="border: 1px solid black; height: 60px; width: 100%;"></div>



## THINK TWICE!

You may also want to consider adding mini-kitchens to other relevant safe methods, for example pest control and maintenance.

### WHAT TO DO IF THINGS GO WRONG

- If you find that work surfaces or equipment in a mini-kitchen are not clean, then wash, disinfect and dry them before using them to prepare food.
- If you find a problem in a mini-kitchen, for example signs of pests, take action straight away and make a note in the diary.

### HOW TO STOP THIS HAPPENING AGAIN

- Review your cleaning schedule for the mini-kitchen.
- Review your opening and closing checks for the mini-kitchen.
- Train staff again on this safe method.
- Increase staff supervision.

**Write down what went wrong and what you did about it in your diary.**



SAFE METHOD:

# GIFT FOOD



It is important to make sure that any foods given as gifts or donations are safe for residents to eat.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p><b>Advice to visitors</b></p> <p>It is a good idea to give advice to the family and friends of residents about how to make sure the food they bring as gifts will be safe to eat. This might include advice such as:</p> <ul style="list-style-type: none"> <li>• It is best to bring low risk food such as washed fruit, biscuits and chocolate.</li> <li>• Avoid bringing hot food.</li> <li>• Do not use raw egg in foods that will not be cooked thoroughly, such as mousse, icing and desserts.</li> <li>• Store and transport home-made or unpackaged foods in a clean, sealable container.</li> <li>• Make sure that any foods with a 'use by' date, cooked food, or cakes and desserts containing cream are kept in the fridge. It is a good idea to transport these types of food in a cool bag or box, especially in hot weather.</li> <li>• Where gift and donated food is accepted, these should be limited e.g. food with the 'best before date' not requiring refrigeration.</li> </ul> <p>You may want to have this advice written down for family and friends, and make sure all your staff know about it.</p>	<p>You cannot be sure that food brought by family and friends has been handled safely, so it is better to encourage low risk food.</p> 	<p>Do you have written advice for family and friends?</p> <p>Yes      No</p> <p>If yes, does it cover the safety points listed?</p> <p>Yes      No</p> <p>If no, what advice do you give?</p> <div data-bbox="981 813 1468 1218" style="border: 1px solid #ccc; height: 180px; width: 100%;"></div> <p>How do you inform family and friends of this advice?</p> <div data-bbox="981 1319 1468 1500" style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
<p><b>Storing food</b></p> <p>If family or friends bring food that needs to be kept chilled, make sure it is put in the fridge if it is not eaten straight away.</p> <p>Ideally, gift food should be kept separately from the care homes main fridge. It is a good idea to label chilled, ready-to-eat food with the date and time it is placed in refrigerated storage, and add the residents name.</p> <p>Foods that do not need to be chilled, such as biscuits, should be stored in a clean container with a lid.</p>	<p>Chilled foods need to be kept cold to keep them safe and to stop harmful bacteria growing.</p> <p>This will help staff to keep track of when the food was bought in and who for.</p> <p>This helps to protect the food from harmful bacteria and prevent pests.</p>	



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p><b>Donated food</b></p> <p>If you accept donations of food from a supermarket, charity or other organisation, you need to be confident that they handle food safely. Consider the following things:</p> <ul style="list-style-type: none"> <li>• Is the food stored, packed and transported in a hygienic way?</li> <li>• Is the packaging undamaged?</li> <li>• Are chilled and frozen foods kept cold/frozen until delivered?</li> <li>• Are foods within their 'use by' date when delivered? Never use foods that have passed their 'use by' date.</li> </ul> <p>If you cannot be confident that the organisation donating food handles it safely, it is safest not to accept donations of food from that organisation, or to only accept low risk food, such as:</p> <ul style="list-style-type: none"> <li>• Foods with a 'best before' date e.g. tins or biscuits.</li> <li>• Other foods that do not need to be chilled e.g. fruit and vegetables.</li> </ul>	<p>It is essential for you to make sure that any food you accept as a donation is safe for residents to eat.</p> 	<p>List the supermarkets, charities and other organisations you accept food from and the types of foods you accept.</p> <div style="border: 1px solid black; height: 200px; width: 100%;"></div>
<p><b>Records</b></p> <p>If donated food comes with a delivery note, keep this with others from your food suppliers. If there is not a detailed delivery note, write down the details in the diary, including the name of the organisation and what foods you have accepted.</p>	<p>If there is a problem with a particular food you will have a clear record of where the food came from.</p>	<p>What do you do?</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>

### 'USE BY' AND 'BEST BEFORE' DATES – WHAT THEY MEAN

'Use by' date – do not use or serve any food after this date. Even if it looks and smells fine, eating food after its 'use by' date could make residents ill.

'Best before' date – food should be safe to eat after the 'best before' date, but it might begin to lose its flavour and texture. Eggs are an exception – they should always be used by their 'best before' date.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> <li>• If you have any doubts about the safety of donated food, throw it away.</li> <li>• If a resident's family or friends bring types of food as gifts that are unsuitable, discuss your advice with them and why this is important.</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to organisations donating food about your concerns.</li> <li>• Make sure all staff, residents and visitors know your advice on gift food.</li> <li>• Review procedures and make sure all staff are aware of any changes.</li> </ul>

**Write down what went wrong and what you did about it in your diary**



SAFE METHOD:

# SFBB FOR RESIDENTIAL CARE HOMES SAFE METHOD COMPLETION RECORD



To complete the pack you need to work through each section and complete all the safe methods that are relevant to your business. **Most residential care homes** will need to fill in all the methods. But if, for example, a home does not hot hold food then the 'Hot holding' method will not be relevant.

It does not matter in what order you work through the safe methods. As you complete each one, fill in this record. When you have completed all the safe methods that are relevant to your business, this sheet will show that you have worked through the pack.

SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
<b>Cross-contamination</b>			
Personal hygiene			
Cloths			
Separating foods			
Food allergies			
Physical and chemical contamination			
Pest control			
Maintenance			
Extra care: protecting food			
<b>Cleaning</b>			
Handwashing			
Cleaning effectively			
Clear and clean as you go			
Your cleaning schedule			
Mini-kitchens			

SAFE METHOD:



# SFBB FOR RESIDENTIAL CARE HOMES SAFE METHOD COMPLETION RECORD

Continued

SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
<b>Chilling</b>			
Chilled storage and displaying chilled foods			
Chilling down hot food			
Defrosting			
Freezing			
<b>Cooking</b>			
Cooking safely			
Foods that need extra care			
Reheating			
Checking your menu			
Hot holding			
Ready-to-eat foods			
<b>Management</b>			
Opening and closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training and supervision			
Customers			
Suppliers and contractors			
Stock control			
Gift food			